

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A method for managing the exit process of an emergency medical dispatch system, for dispatching medical assistance to persons needing such medical assistance, comprising the steps of:
  - (a) receiving a medical call on a telephone communication device regarding a patient needing medical assistance, said patient having a chief complaint;
  - (b) receiving a description of a problem giving rise to a call for medical assistance;
  - (c) determining a criticality value based on the description of said problem, said description of said problem used in said determination of said criticality value further comprising:
    - (i) determining if the caller is the patient;
    - (ii) determining if said received call concerns trauma or an illness;
    - (iii) determining if said chief complaint concerns hemorrhaging, amputation, hazardous materials, a violent patient, an assailant, an animal, a present danger; and a burned patient, and

## and REQUEST FOR CONTINUED EXAMINATION

wherein said determinations are made using a systematic pre-scripted

interrogation of callers, thereby eliminating variability due to the

different skills of the individual dispatchers;

- (d) dispatching a medical response based on said criticality value; and
- (e) providing post dispatch instructions to a caller, based on said criticality value, and wherein said criticality value is determined based on responses to preprogrammed inquiries.

2. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hemorrhaging patient.

3. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering amputation.

4. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hazardous material situation.

5. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a violent patient situation.

6. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on the presence of an assailant or dangerous animal.

7. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering from burns.

8. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a present danger situation.